SECTION 1: PROPOSAL

Project Name: Iowa Resource House – Community Resource Directory

Date: October 2, 2000

Agency Point of Contact for Project: Information Technology Department, Dan Combs

Agency Point of Contact Phone Number / E-mail: 281-6242, dan.combs@its.state.ia.us

Executive Sponsor (Agency Director or Designee) Signature: _____

Is this project necessary for compliance with a Federal standard, initiative, or statute? (If "Yes," cite specific requirement, attach copy of requirement, and explain in Proposal Summary) *IWD Labor Requirements*	x Yes	❑ No
Is this project required by State statute? (If "Yes," explain in Proposal Summary) *Elder Affairs Resource Requirements*	x Yes	❑ No
Does this project meet a health, safety or security requirement? (If "Yes," explain in Proposal Summary)	x Yes	❑ No
Is this project necessary for compliance with an enterprise technology standard? (If "Yes," explain in Proposal Summary)	Yes	x No
Does this project contribute to meeting a strategic goal of government? (If "Yes," explain in Proposal Summary)	x Yes	❑ No
Is this a "research and development" project? (If "Yes," explain in Proposal Summary)	Yes	x No

This project is required as a Federal standard for Iowa Workforce Development. (still to come)

Legislative mandate to create resource directory for elder service providers. (still to come)

This system will allow for quicker, better and more convenient access to services available in communities for individuals, professional resource and referral providers, and others interested in these services.

This system will help provide access to government and other programs to Iowans when and where they want.

I T   P r o j e c t   E v a l u a t i o n

PROPOSAL SUMMARY:

In written detail, explain why the project is being undertaken and the results that are expected. This includes, but is not limited to, the following:

1.   A pre-project (before implementation) and a post-project (after implementation) description of the system or process that will be impacted.

Response:

Pre-Project Description:

The purpose of the original Iowa Access Project 13 was to design and implement an integrated, locally accessible information system through which the people of Iowa could easily access information on community resources, as well as sign up for programs they determined would be helpful to them. The system would also collect demographics and service profiles on IRH users to help service providers and community planners better understand the community and its needs.

The State of Iowa currently has invested $650,000 to create a comprehensive system used primarily by citizens called Iowa Resource House. This system is web enabled and is currently operational in six counties within Region 10.   This system, created by a private vendor, has proven difficult to maintain and update. The State is looking at other options to replace or supplement this system.

During the time the Iowa Resource House was developed and implemented, the Iowa Information and Referral agencies have attempted to form a coalition that covers approximately 50% of Iowa counties. The Iowa AIRS members use a software package that is used primarily for professional providers for referral purposes. The State of Iowa is analyzing options connected with merging or utilizing parts of the two systems into a comprehensive, state-wide referral system that could utilized by both citizens and provider professionals.

Post project System Change:

Department Directors and Stakeholders will be queried to determine which functions of the existing Iowa Resource House to maintain, enhance and/or drop. Software will be modified and/or written to better allow desired functions of the Stakeholder to be addressed. The database will be populated with community resources for all 99 Iowa Counties, enabling both citizens and professionals to quickly and easily access community resource information 24 hours a day, 7 days a week. Currently a number of Iowa Departments are charged by Federal or State mandates to make community resource data available to their consumers. This "enterprise-wide" project will allow the State to address the needs of these departments through one unified electronic system, reducing the need for duplicated efforts within separate departments.

2.   **A summary of the extent to which the project provides tangible and intangible benefits to either Iowa citizens or to State government. Included would be such items as qualifying for additional matching funds, improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, complying with enterprise technology standards, meeting a strategic goal, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, complying with federal or state laws, etc.**

Response:

A. Iowa citizens are empowered to take an active role in resolving life issues; such as improving job or parenting skills, etc. by directly accessing community resource data and services via this website.

B. Agency professionals will have improved work processes via access to current resource data for the appropriate geographic areas, improving their ability to refer customers to services addressing health, security and safety issues, and reducing the need for various State Agencies to develop separate and duplicative resource systems.

C. A common system accessed and updated by multiple public and private agencies addresses enterprise standards to utilize cross-system technology and allow several Departments to meet Federal and State mandates.

D. There is the potential for streamlined service delivery: by utilizing the IRH website as an initial intake for public and private programs - transferring citizen enrollment data electronically and integrating it into Agency MIS systems.

E. Valuable planning data will be available via aggregate summaries on usage of the website.

F. There will be greater access to multiple state programs for citizens with program information being available 24/7 and outreach staff could use laptops and modems in client homes to develop case plans.

G. The Department of Human Services is exploring the possibility of obtaining matching funds for the following service areas: Medical Assistance Title XIX, Child Support Enforcement Title IV-D, Foster Care/Adoption Title IV-E, Refugee, Family Investment. Information and Referral to these services are currently receiving federal reimbursements in Minnesota.

3. A summary that identifies the project stakeholders and how they are impacted by the project.

Response:

A. Information Technology Department: Sponsor and coordinating entity, maintaining hardware and software.

B. Iowa Workforce Development: Required by Federal mandate to provide community resource data to customers seeking workforce development services by July 1, 2000.

C. Department of Elder Affairs: Senior Living Program legislation that requires DEA with the AAA's to set up a statewide database, county-by-county, to be accessed electronically. So that any person in or outside of Iowa can see what is available to seniors in specific counties. SF2193 Sec. 9 – available on the Internet www.legis.state.ia.us

D. Iowa Department of Human Services: has been involved in the project management of the Iowa Resource House, since its inception as Project 13 in 1997. Co-sponsor of Iowa Compass, an information and referral service assisting Iowans with health and disability DHS is interested in providing "a no wrong door" entry to its services, and access to accurate resource data will help ensure customers are sent to appropriate services.

E. Iowa Department of Human Rights: Currently seeking resource data to support the system of Community Action Agencies.

F. Iowa Department of Public Health: Co-sponsor of Iowa Compass, an information and referral service assisting Iowans with health and disability issues. Currently implementing the Iowa Review of Family Assets providing new parent asset assessment and access to family strengthening resource information.

G. Iowa State Extension Services: Maintains statewide resource database to support its information and referral service, Iowa Concern, to farm families in distress, and Iowa teenagers through the Teen Line.

H. Iowa Department of Economic Development: Many Chamber and Economic Development groups are in the process of developing community websites and seeking information on local community services.

I. Iowa Department of Education including Vocational Rehabilitation Services.

J. In addition to State Agencies: Information and Referral providers (IowaAirs, United Way, Red Cross), Empowerment Boards, local governments, local communities, social service providers, and area funders, and local Chambers of Commerce would use and benefit from this project.

K. We are in negotiations to develop a 211 phone system in the State of Iowa. 211 is designated by the FCC to be essentially 911 for social services. It will provide quick, easy access to social services. We are creating a partnership between the Information and Referral service providers and the state in order to create a statewide system that will be operated 24 hours a day, 7 days a week. The Iowa Resource House will serve as the enabling technology to create this system.

SECTION 2: PROJECT PLAN

Individual project plans will vary depending upon the size and complexity of the project. A project plan includes the following information:

1. Agency Information

Project Executive Sponsor Responsibilities: Identify, in Section I, the executive who is the sponsor of the project. The sponsor must have the authority to ensure that adequate resources are available for the entire project, that there is commitment and support for the project, and that the organization will achieve successful project implementation.

Response:
- Dan Combs, Director of Digital Government

Organization Skills: Identify the skills that are necessary for successful project implementation. Identify which of these skills are available within the agency and the source(s) and acquisition plan for the skills that are lacking.

Response:
A. Project management – skills available within ITD agency.
B. Project coordination – subcontractor. – United Way of East Central Iowa.
C. Population of database – subcontractors: United Way of East Central Iowa, possibly other Iowa AIRS, and public - private service providers.
D. Software development and revision – subcontractor – ITD with outside vendor to be chosen.
E. Return on Investment Expertise - skills available within ITD agency and subcontractor – United Way of East Central Iowa.
F. Training process improvement through cross-system utilization and direct updating of the IRH system - subcontractor – United Way of East Central Iowa.

2. Project Information

Mission, Goals, and Objectives: The project plan should clearly demonstrate that the project has developed from an idea to a detailed plan of action. The project plan must link the project to an agency's mission, goals, and objectives and define project objectives and how they will be reached. The project plan should include the following:

Project Purpose

IRH Mission: To establish and maintain an electronic, consumer-friendly community resource system that provides all members of the state with direct, private, and anonymous access to information about community resources, and the limited ability to enroll for services from any internet accessible computer, at home, work, or public sites in the community.

Goals

- To revise and improve the IRH system to address stakeholder needs by Oct. 30, 2000.
- To provide Iowa citizens with a convenient 24 x 7 method to access State services by July 1, 2001, and other social resources provided in local communities by July 1, 2002.
- To provide professionals in government and private organizations with a current, correct and comprehensive database of service providers by July 1, 2002 (State services to be listed by July 1, 2001).
- To create a system that will allow service providers to update their own information, and promote increased usage of that feature.

- To provide a method of customer data collection that could eventually result in a common intake process for program enrollment with electronic transfer into Agency MIS systems.
- To include the following types of services in the information database: child/dependent care referral services, health and mental health care, housing, transportation, federal/state benefit programs, public and privately provided human services, elderly services, as well as, social recreational opportunities, local community services and facilities.
- To increase usage of the IRH system by both the general citizenry, and agency professionals utilizing and updating the database.
- To increase consumer satisfaction with information available on community resources via electronic means.
- To increase provider satisfaction with information available via the IRH website on community resources.
- Planning is under way to provide a link with a state agency, allowing for self-application and electronic transfer of limited enrollment data to agency MIS program.
- The quarterly system usage reports will support and help determine identified community needs and provide useful planning data.

A. **Expectations**: A description of the purpose or reason that the effort is being undertaken and the results that are anticipated.

Response:
The IRH system addresses a fundamental need our communities have for easily accessible services and supports, including:
- Consumers need a way to navigate a community's resources that is less confusing, more convenient, and which allows anonymity if desired.
- Providers need a more efficient, timely way to communicate accurate, current information on available services to citizens.
- Multiple State Agencies need access to community resource information.
- Communities need accurate information on the array of services available.
- Iowa needs a more effective and efficient method to inform its citizens of governmental resources available to them both locally and statewide.

Results:
- An enterprise–wide commonly used electronic system offering easy access to community resource data.
- A system that promotes self-updating by service providers.
- A reduction in the number of duplicated efforts by both public and private agencies over time.

B. **Measures**: A description of the set of beliefs, tradeoffs and philosophies that govern the results of the project and their attainment. How is the project to be judged or valued? What criteria will be used to determine if the project is successful? What happens if the project fails?

Response:
This system is based on the beliefs that increasing numbers of citizens and service providers will seek resource information via electronic means, and that service data should be accessible electronically 24/7. The project assumes that State agencies will cooperate in enterprise solutions to common needs, and will promote the utilization of this system. Other service providers recognize the value of placing their organization's service information in the database and will receive a mutual benefit from utilizing the system as a resource. Failure of the project would mean funds will be expended by multiple agencies to produce resource listings and /or websites to address Federal and State mandates.

Criteria to Measure Success:

- Focus Groups with key stakeholders, and users, such as: front-line staff, citizens, state leaders, etc. will indicate continued interest and use of the IRH system.
- User satisfaction ratings on exit of the system will continue to increase.
- Periodic surveys of provider participation will indicate positive feelings and use of the system.
- State Agencies will utilize the system and not need to develop parallel databases, or hardware /software systems.

Satisfaction Ratings To-Date:

Very Satisfied	112	41%
Satisfied	94	35%
Somewhat satisfied	49	18%
Not satisfied	15	6%
TOTAL	270	100%

Web Trends can be viewed at http://www2.iwd.state.ia.us/reports/

As of June 30, 2000:

- Total Hits = 136,331
- Aver Hits per Day = 749
- Unique Visitors = 1228
- Visited one time = 75%
- Visited more than once = 25%
- UWECI updating visits = 7%
- Day most used = Monday
- Day least used – Saturday

C. **Environment:** Who will provide input (e.g., businesses, other agencies, citizens) into the development of the solution? Are others creating similar or related projects? Are there cooperation opportunities?

Response:

In the pilot phase of the IRH, focus groups were held to obtain citizen and provider input. Public and private providers, citizens and business representatives served on the Statewide Iowa Access and local Area 10 Steering Committees. The current IRH Steering Committee meets periodically to monitor progress and provide input regarding the system modifications and implementation of the Iowa Resource House. Periodic surveys and/or focus groups will be held with target participants (front line workers, businesses, and citizen groups) to get other feedback on the system.

State Directors participating in Enterprise Teams will be asked to participate in assessment and feedback, as well as, utilization of the system. There are several parallel statewide resource database systems in existence and various stages of development, providing opportunities for cooperation.

D. **Project Management and Risk Mitigation**: A description of how you plan to manage the project budget, project scope, vendors, contracts and business process change (if applicable). Describe how you plan to mitigate project risk.

Response:
Project risk will be minimized by having a clear scope of work in all subcontracts, detailed budgets, providing ITD officials and key stakeholders with monthly financial and program reports. Expenses will be processed after monthly billing and properly supported invoices are submitted to the ITD Accounting office. The ITD project review staff will closely monitor vendor and subcontractor performance. Business process change – obtaining cross-departmental support for and utilization of this enterprise-wide system will be sought from the Directors on Enterprise Teams. Both downloadable files and hands-on opportunities will provide demonstrations of the system and training on use of the IRH to obtain resource information, and/or to directly enter update data with the subcontractor – United Way of East Central Iowa.

E. **Security / Data Integrity / Data Accuracy / Information Privacy**: A description of the security requirements of the project? How will these requirements be integrated into the project and tested. What measures will be taken to insure data integrity, data accuracy and information privacy?

Response:
- Customer data is fully encrypted ensuring privacy and confidentiality.
- The pilot software was tested and the revisions/new software security will be reviewed and fully tested by ITD technical staff, after vendors have met compliance standards.
- Standards will be set for data integrity and monitored by the ITD staff and IRH Steering Committee. Service providers will be encouraged to self-update the system, and subcontracts with United Way of East Central Iowa and/or Iowa AIRS will ensure data integrity and accuracy.

3. **Current Technology Environment (Describe the following):**

A. **Software (Client Side / Server Side / Midrange / Mainframe)**

- Application software
- Operating system software
- Interfaces to other systems: Identify important or major interfaces to internal and external systems

Response:
- The IRH system consists of a set of software products that were developed using Microsoft Visual Studio. The master database is housed in a Microsoft SQL Server database residing on a Microsoft NT server platform using Microsoft Internet Information Server to interface with the World Wide Web.
- The public access portion can be used by anyone with a Web browser compliant with HTML 3.1 or better and access to the Internet. Similarly, agencies and system partners can access the IRH Provider Annex" with HTML 3.1 compliant browsers.
- The project will evaluate and determine whether to continue the current Microsoft software environment, or change to a full Java environment.
- The server will likely be moved to ITD from IWD during the next fiscal year.
- Each Agency and service provider will provide his or her own PC and Internet access to the IRH system.
- As customer electronic data entry features are enhanced, the data will need to transfer as ASCII files into targeted State Agency MIS systems. This action will be coordinated and integrated with other technology initiative of selected agency services.

B. **Hardware (Client Side / Server Side / Mid-range / Mainframe):**

- Platform, operating system, storage and physical environmental requirements.
- Connectivity and Bandwidth: If applicable, describe logical and physical connectivity.
- Interfaces to other systems: Identify important or major interfaces to internal and external systems.

Response:
- The master database is housed in a Microsoft SQL Server database residing on a Microsoft NT server platform using Microsoft Internet Information Server to interface with the World Wide Web.
- Another IWD server is running Web Trends to reflect usage statistics.

4. **Proposed Environment (Describe the following):**

Software (Client Side / Server side / Mid-range / Mainframe)

- Application software.
- Operating system software.
- Interfaces to other systems: Identify important or major interfaces to internal and external systems.
- General parameters if specific parameters are unknown or to be determined.

Response:
- The project will evaluate current software and determine whether to continue in Microsoft or full Java environment.
- Hardware (Client Side / Server Side / Mid-range / Mainframe)
- Platform, operating system, storage and physical environmental requirements.
- Connectivity and Bandwidth: If applicable, describe logical and physical connectivity.
- Interfaces to other systems: Identify important or major interfaces to internal and external systems.
- General parameters if specific parameters are unknown or to be determined.
- The server will likely be transferred from IWD to ITD this fiscal year.

Data Elements: If the project creates a new database the project plan should include the specific software involved and a general description of the data elements.

Software involved is currently Sequel Server and MS Access. Plans are to continue the use of Microsoft products and/or migrate the system to a Java environment entirely.

Data Elements currently include:

Agency Records	Program Records	Location Records	Link Records
Agency Name	Program Name	Site or Location Name	Agency Name
Administrator Name & Title	Agency Name	Agency Name	Contact person & Title
Description of Agency Services	Primary Taxonomy code	Address Street and Mail	Location Name
Service Area	Full Service Description	City	Contact Hours
Federal Employee ID Number (optional)	Brief Service Description	State	Contact Phone
Type of Organization*	Eligibility – age, residence, social security, citizenship, household size, employment, income, asset limitations	Zip	Day Time Hours
Funding Sources	Application Procedures	Site Manager & Title	Weekend Hours
Website & Navigation Instructions	Fees for service	E-mail Address	Evening Hours
Password	Fees Required	Telephone numbers – up to 5	Enrollment Format
IRH Hub	Referral Required	Type of phone line (admin, 24 hour etc)*	Fax
Agency ID #	Web Link	Fax	E-mail
		Site Business Hours Site Area Served	
	Professional Taxonomy Code	Travel Instructions County Neighborhood	Public Conveniences Available
	Peoples Code	Service Delivery Area SDA	
	Keywords	College District	
	Documents to Bring	Aver Wait to see Staff at Site	
	Enrollment Fields	Average Length of Service*	
	Aver Wait Time to get Service	Distance to Bus Route Disabled Accommodations* Languages Spoken	

- The data elements will be reviewed and likely revised by the project this year.

Project Schedule: A schedule that includes: time lines, resources, tasks, checkpoints, deliverables and responsible parties.

Time Line	Tasks	Resources	Check-points	Deliverables	Responsible Parties
July – Aug 2000	Evaluate currant software, determine changes needed	ITD Staff Vendor -ATG or other		Decision to enhance or rewrite software	ITD
July 2000	Secure input from Stakeholders on features of current system to retain, enhance, drop, as well as, new features desired.	ITD Staff Subcontractor Stakeholders		Stakeholder input on system revisions	ITD Stakeholders
Aug – Oct 2000	Write software enhancement and/or new software	Vendor -ATG or other		Completed software	Vendor -ATG or other
Oct 2000	Test software	ITD Tech staff Vendor -ATG or other Subcontractor – United Way of East Central Iowa		Fully functioning system	ITD Vendor Subcontractor
July 2000	Verify use of existing database or create one in Access to store new and updated resource listings at subcontractor location	ITD Tech staff Vendor -ATG or other		Secure database to transfer into revised or rewritten system	ITD Vendor
July 2000 - June 2001	Gather service & location updates from all State agencies, enter into IRH database	Subcontractor – United Way of ECI		Database of State services for all 99 Iowa Counties	ITD Subcontractor -UWECI
July 2000 – June 2002	Gather and/or import database information on other community resources to fully populate IRH database for all 99 counties	IDY Subcontractors – UWECI and Iowa AIRS		Comprehensive, accurate database of community resources for 99 Iowa counties	ITD Subcontractors
Oct 2000 and on	Develop and implement both on-line and hands-on training to utilize IRH system, and to self-update resource listings in the system	Subcontractor – UWECI Vendor – ATG or other		Effective and used training materials	ITD Subcontractor Vendor
July 2000 and on	Create and distribute quarterly system usage reports, and optional access to on-line stats via Web Trends and/or other reporting products	ITD Vendor Subcontractor		Summary and full reports on system usage by county, agency, service category	ITD Vendor Subcontractor
July 2000 and on	Implement and maintain system feedback features	ITD Vendor Stakeholder		Built in reporting and feedback system	ITD Vendor Subcontractor

IT Project Evaluation

SECTION 3: Return On Investment (ROI) Financial Analysis

Project Budget:

Provide the estimated project cost by expense category.

Personnel .... $ 50,000 Maintenance (Part of ITD Staff cost)
Software .... $
Hardware................................ $
Training .... $
Facilities .... $
Professional Services............. $ 175,000 +UWECI + Iowa AIRS + Vendor ??
Supplies .... $
Other (Specify)....................$
              Total.................. $ 225,000

Project Funding:

Provide the estimated project cost by funding source.

State Funds............................. $ 225,000 .... 100 % of total cost
Federal Funds .... $_____ ...._____ % of total cost
Local Gov. Funds .... $_____ ...._____ % of total cost
Private Funds .... $_____ ...._____ % of total cost
Other Funds (Specify) .... $_____ ...._____ % of total cost
         Total Cost: .... $ 225,000 .... 100 % of total cost

How much of the cost would be incurred by your agency
from normal operating budgets (staff, equipment, etc.)? .... $ 0 0 %

How much of the cost would be paid by "requested IT project funding"? .. $ 225,000_____
 100 %

Provide the estimated project cost by fiscal year: FY 2002 $ $225,000_____

Identify, list, and quantify all additional annual maintenance expenses (State $s) related to the project.

Response: There will be annual maintenance costs for the system in the range of $50,000.

Identify, list, and quantify any other future additional expenses (State $s) related to the project.

Response: There are no other necessary additional expenses related to this project. Other projects are in development to build from this platform and increase the functionality of the system.

ROI Financial Worksheet Directions (Attach Written Detail as Requested):

Annual Pre-Project Cost -- Quantify, in written detail, all actual State government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation. This section should be completed only if State government costs are expected to be reduced as a result of project implementation.

Response: N/A

Annual Post-Project Cost -- Quantify, in written detail, all estimated State government direct and indirect costs associated with activity, system or process after project implementation. This section should be completed only if State government costs are expected to be reduced as a result of project implementation.

Response: N/A

State Government Benefit -- Subtract the total "Annual Post-Project Cost" from the total "Annual Pre-Project Cost." This section should be completed only if State government costs are expected to be reduced as a result of project implementation.

Response: N/A

Citizen Benefit -- Quantify, in written detail, the estimated annual value of the project to Iowa citizens**.** This includes the "hard cost" value of avoiding expenses (hidden taxes) related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on or waiting for the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses.

Response:

- Iowa citizens will be empowered to obtain information about needed services through a 24/7 Internet system. Quicker access to services may reduce the severity of life situations faced by stressed families. Easier access will improve the provision of public and private programs to citizens, increase the availability of programs and the targeting of programs to needed areas.

- Economic development initiatives, such as, Iowa A+, will be able to link to this website, allowing potential business and/or workers considering moves to Iowa to peruse the wealth of social, health and human services in any selected Iowa community. The availability of these resources will have a positive effect on Iowa economic development.

- Access to comprehensive resource listings and the potential of electronic customer application data submission will reduce paper and time spent in data entry for a number of State services. By reducing data intake overhead staff can be reassigned to other duties.

Opportunity Value/Risk or Loss Avoidance Benefit -- Quantify, in written detail, the estimated annual benefit to Iowa citizens or to State government.

Response:

The Iowa Resource House (IRH) is an electronic system designed to provide resource information. The heart is a database of resources available in Iowa. The most valuable outcome of this system is the partnership that came together to develop it. The list of partners includes numerous state agencies such as IWD, DHS, Elder Affairs, IDED, DPH, DOT, DNR, ITD (we apologize for missing anybody), State and Local Empowerment boards, IowaAirs

(resource and referral providers such as United Way and Red Cross) and other private non-profit groups, some organizations from Regents institutions. This partnership is continually growing to include a wider and more comprehensive range of resources available in Iowa.

The functions of the Iowa Resource House prior to the development of this system were provided haphazardly by a patchwork of state agencies, private non-profit groups, and community associations. Groups such as the Iowa Association of Information and Referral Services whose members include Red Cross and United Way provided the information in their areas of service. Those service providers covered one third to one half of the state for the particular service referrals with which they dealt. Other agencies provide referrals for the services they offered. The different agencies areas of coverage overlap and leave gaps. Many areas of the state were not covered because of a lack of funding.

With a common database individuals will be able to access a statewide directory of services, any of the referral services will be able to access the information, or an association could provide statewide referral services. There are 8 major Resource and Referral agencies in the state. There are 11 Area Agencies on Aging; there are 150 to 250 smaller organizations that perform referral services in local areas with specialized ranges of services referred. IRH will allow for more comprehensive coverage of the state by referral services and extend the access to information to people who could not get it before.

Prior to the new IRH system each referral organization, State of Iowa agency as well as many other organizations developed lists and/or databases of resource providers and general community resource information. Those databases were developed mostly on a centralized maintenance model. An administrator or staff person collects, updates, and oversees those databases. This is an expensive, time-consuming and duplicative process. The model for IRH is that the owners of the data are responsible for keeping information current, thus reducing the update and maintenance costs of the system. Resource information will be entered once and shared electronically, thus dramatically reducing costs of sharing and transmitting paper-based data. Agencies and service-providing contractors will share a common system, thus eliminating much of the need for reporting from one to the other. Information on service provision, usage, resource availability and other required documentation will be created within IRH and will be available on a real time basis. All of these efforts were necessary to the referral process, but none were the primary focus and all took time and resources away from providing services to Iowans in need. The IRH system should free up the equivalent of 200 to 300 FTE's in state government and in service or referral organizations to provide service to Iowans rather than data collection and maintenance.

In the process of creating this partnership we have identified at least 15 different new attempts to create separate community resource directories. By creating one robust, expandable system IRH will provide better access to information, more accurate and better information and will forego the expenditure for multiple similar systems. IRH will preclude $1,500,000 in application development plus annual maintenance of $200,000 and 2-3 FTE's.

This system will help to replace some of the myriad of systems that Resource and Referral providers now are forced to use. One developer sold his systems used by the R&R's in this state to another company. The company entered into a process of changing the pricing model for the system. Instead of treating the State of Iowa as a single site for pricing as the developer had, the company would have begun treating each site separately, thus forcing many R&R

facilities into budget crises. That company has since shutdown and the software has been pulled from the market. There will be no support or upgrade for the system. Many of the R & R's in Iowa would be forced to expend a great deal of scarce funds to replace their operating systems.

The Iowa Resource House system will allow those R&R facilities to expend scarce resources on providing services rather than creating new operating systems. IRH will relieve the necessity of purchasing new software and equipment, training and providing operations personnel, and annual maintenance and upgrade of standalone systems by 150 to 200 organizations in the State of Iowa. Some would have purchased robust systems that may have cost $30,000 to $40,000 before personnel and annual maintenance. Some may have been forced to acquire less expensive systems or do without due to lack of funds. IRH will help redirect onetime costs of $1,500,000 to $2,500,000 and annual costs of $300,000 plus 8-10 FTEs into service provision rather than into system purchase and operation.

The value of this system lies in empowering and enabling people with access to information at any time of day rather than when it is convenient for an office call. It lies in creating a much more functional and comprehensive system to provide program information for the State of Iowa. It lies in extending Resource and Referral coverage to parts of the state that are not served now. It lies in being able to gather information about service usage and better configure programs for Iowans needs.

The future value of this system will lie in the enhancements being planned to this system. One enhancement to this system will create a common interface for applying for Human Services and eventually other State of Iowa programs. One possible enhancement will provide a statewide three-digit phone number to access resource information. Eventually IRH will be integrated with a Geographic Information System (GIS) to give specific geographic information to users on both ends of the system. Individuals will be able to see where available services are in relation to their location. Agencies will be able to easily see the distribution of service usage and have improved information for planning service delivery.

In order to evaluate this system we will be able to track attempted usage and successes of resource referrals. We will be able to track what types of information are requested, what times of day requested and what areas of the state originate those requests. This information will be available for use by agencies to improve and/or re-deploy services. IRH will preclude the expenditure of $3,000,000 to $4,000,000 of one-time costs, $500,000 in annual maintenance and operations and redirect the work output of 210 to 313 FTEs and their associated support costs away from unnecessary data processing and IT system work.

   For the following analysis I will ignore all but the lower figure for FTE work redirection. IRH will afford the State of Iowa and its non-profit subcontractors higher and better use of 210 FTE's. 210 FTE's x $40,000 (estimated salary) + 210 x $20,000 (50% x $40,000; low end of support cost range) = $12,600,000. Add to that figure an estimated $500,000 in annual maintenance costs that would be necessary for maintaining the individual systems that IRH will preclude and the total annual savings is $12,600,000 + $500,000 = $13,100,000.

The annual cost of operating the system in its designed configuration will be $225,000. The annual cost avoidance figure of $13,100,000 less the operating cost of $225,000 leaves a net benefit to the state of $12,875,000.

Total Annual Project Benefit -- Add the values of all annual benefit categories.

210 FTE's x $40,000 (estimated salary)	+ 210 x $20,000 (50% x $40,000; low end of support cost range)	= $12,600,000	+ $500,000 in annual maintenance costs	= $13,100,000

Total Annual Project Cost -- Quantify, in written detail, the estimated annual new cost necessary to implement and maintain the project.

Professional Services	/ Useful life	+ Annual personnel costs	= Annual Project costs.
$175000	/ 4 Years	+ $50,000	= $93,750

Benefit / Cost Ratio – Divide the "Total Annual Project Benefit" by the "Total Annual Project Cost." If the resulting figure is greater than one (1.00), then the annual project benefits exceed the annual project cost. If the resulting figure is less than one (1.00), then the annual project benefits are less than the annual project cost.

Project Benefit	/ Project Cost	= Benefit to Cost Ratio
$13,100,000	/ $93,750	= 139.73

ROI -- Subtract the "Total Annual Project Cost" from the "Total Annual Project Benefit" and divide by the amount of the project funds requested.

Total Annual Project Benefit	- Total Annual Project Cost	/ project funds requested	= Return on Investment in %
$13,100,000	- $93,750	/ $225,000	= 5,781%

Benefits Not Cost Related or Quantifiable -- List the project benefits and articulate, in written detail, why they (IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.) are not cost related or quantifiable. Rate the importance of these benefits on a "1 – 10" basis, with "10" being of highest importance. Check the "Benefits Not Cost Related or Quantifiable" box in the applicable row.

ROI Financial Worksheet

IT Project Evaluation

Annual Pre-Project Cost - How You Perform The Function(s) Now	
FTE Cost (salary plus benefits):	
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	
A. Total Annual Pre-Project Cost:	

Annual Post-Project Cost – How You Propose to Perform the Function(s)	
FTE Cost:	
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	
B. Total Annual Post-Project Cost:	
State Government Benefit (= A-B):	

Annual Benefit Summary	
State Government Benefit:	
Citizen Benefit (including quantifiable "hidden taxes"):	
Opportunity Value and Risk/Loss Avoidance Benefit:	**$13,100,000**
C. Total Annual Project Benefit:	**$13,100,000**
D. Total Annual Project Cost:	**$93,750**
Benefit / Cost Ratio (C / D):	<u>139.73</u>
ROI (C – D / Project Funds Requested):	**5781%**

☑ Benefits Not Cost Related or Quantifiable

Benefits: This project will allow citizens and professional resource and referral people better and more comprehensive access to resource providers in the State of Iowa. By providing better and more complete access there is the potential to reduce the risks and costs associated with not knowing what resources are available. This project will allow for better promotion of the state and its resources both inside and outside the state. By someday providing an integrated application process for State of Iowa programs it will ease the "hidden tax" burden for people applying for programs, reducing the costs of time and aggravation associated with an office visit, standing in line and filing multiple paper forms. It further reduces the "hidden tax" burden associated with duplication of data input and handling paper forms.

At some point we will be able to produce dollar cost reductions and/or savings to associate with this program. We do not have the essential information at this point to create that analysis.